

**County of San Diego, Health and Human Services Agency (HHSA)
CalWORKs Program Guide**

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Issue Date:

02/11/15

Effective Date:

Upon Receipt

Background:

The County must establish documentation and reporting requirements of WTW recipients and Employment Services Contractors.

Policy:

San Diego County policy requires the use of Contract Outcome Objectives, as established by the Health and Human Services Agency (HHSA), to serve as performance measures for all Employment Services Welfare-To-Work (WTW) contracts.

Board of Supervisors Policy A-81

The following outcome objectives will serve as performance measurements for all Employment Services Contractors:

1. [Objective 4.1.1-Early Engagement of Participants with Employment Services \(15 Days\)](#)
2. [Objective 4.1.2-Early Engagement of Participants with Employment Services \(30 Days\)](#)
3. [Objective 4.2-Full Participation](#)
4. [Objective 4.3-Work First \(Paid Employment\)](#)
5. [Objective 4.3.1-Work First \(Paid Employment 20 Hours\)](#)
6. [Objective 4.4-Sanction Re-Engagement](#)
7. [Objective 4.5-Timely Stage 1 Child Care Payments \(10 Days\)](#)
8. [Objective 8.2.2- Timely Transfer to Stage 2 Child Care Program](#)

Regional targets are specified in the Contractor's specific contract.

Procedure:

Early Engagement of Participants with Employment Services - Contractor's newly referred CalWORKs/Refugee participants shall complete the WTW Orientation/Appraisal activity, including completion of an Individual and Family Self-Sufficiency Plan (SSP) for Refugee participants.

1. **Objective 4.1.1:** Contractor will report the percent of region's newly referred CalWORKs/Refugee participants completed the WTW Orientation/Appraisal activity, including completion of an Individual and Family SSP for Refugee participants within 15 working days of the referral to WTW ([Processing Guide 10-300.C.1](#)).
2. **Objective 4.1.2:** Contractor will report the percent of region's newly referred CalWORKs/Refugee participants completed the WTW Orientation/Appraisal activity, including completion of an Individual and Family SSP for Refugee participants within 30 working days of the referral to WTW ([Processing Guide 10-300.C.1](#)).

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Full Participation in Welfare-to-Work - Contractor's active CalWORKs/Refugee participants' Work Participation Plans for one-parent and two parent cases combined should reflect participation (20/30/35 hours per week) in approved work activities.

3. **Objective 4.2:** Contractor will report the percent of region's active CalWORKs/Refugee participants in one-parent and two parent cases combined who participated in approved work activities 20/30/35 or more hours during the report month ([Processing Guide 10-300.C.1](#)).

Work First - Contractor's active CalWORKs/Refugee participants in one-parent and two-parent cases combined shall have paid employment.

4. **Objective 4.3:** Contractor will report the percent of region's CalWORKs/Refugee participants who were engaged in paid employment during the report month ([Processing Guide 10-300.C.1](#)).
5. **Objective 4.3.1:** Contractor will report the percent of region's active CalWORKs/Refugee participants in one-parent and two parent cases combined with paid employment and have 20 or more hours of paid activities per week during the report month ([Processing Guide 10-300.C.1](#)).

Sanction Re-Engagement - The region's sanctioned CalWORKs/Refugee participants shall be contacted in the report month.

6. **Objective 4.4:** Contractor will report the percent of region's sanctioned CalWORKs/Refugee individuals who were contacted at least one (1) time per month via autodial, phone call or in person and sent the CalWIN correspondence form WTW 31 during the report month ([Processing Guide 10-300.C.1](#)).

Timely Stage 1 Child Care Payments - The region's Stage 1 Child Care payments shall be issued accurately within 10 calendar days of receipt of authorized and accurately completed attendance sheets.

7. **Objective 4.5:** Contractor will report the percent of region's Attendance Sheets paid timely in report month ([Processing Guide 10-300.C.1](#)).

Timely Transfer to Stage 2 Child Care Program - The Contractor's Stage 1 Child Care cases transferred to Stage 2.

8. **Objective 8.2.2:** Contractor will report the percent of region's timely transfer to Stage 2 Child Care Program ([Processing Guide 10-300.C.1](#)).

Impact/s:

Welfare-To-Work (WTW) Employment Services

References:

[Board of Supervisors Policy A-81](#)

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02/28/2018

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02/11/2015